

Learn about Versant Power's meter replacement project



About the project

Versant Power is installing new metering equipment for all residential, small and medium commercial customers. New meters will:

- Ensure all of our residential, small and medium commercial customers can access timely, detailed information about their electricity usage.
- Help Versant Power identify outages and power issues more quickly.
- Allow us to connect or disconnect your meter remotely.



Most Bangor Hydro District customers already have an earlier form of advanced metering infrastructure. Customers in the Maine Public District have automated meter reading technology, which sends us electricity usage data over power lines but doesn't allow you to receive detailed information about your energy use.

Q: How will the new meter collect and transmit data?

A: Your new meter will collect and store energy usage for billing purposes. The usage data is sent via a secure radio frequency network to Versant Power utilizing the same form of wireless technology used by cellphones, WiFi networks and TVs.

Q: Will the new meter affect my service?

No. Your new meter will not affect your service or your account number. You will experience a brief interruption in service when your meter is installed.

Q: When will new meters be installed?

Installation will begin in 2022. You will receive a notification letter about 30 days before we begin meter replacement work in your area. You also will receive a phone call about 7 days before your meter is installed.

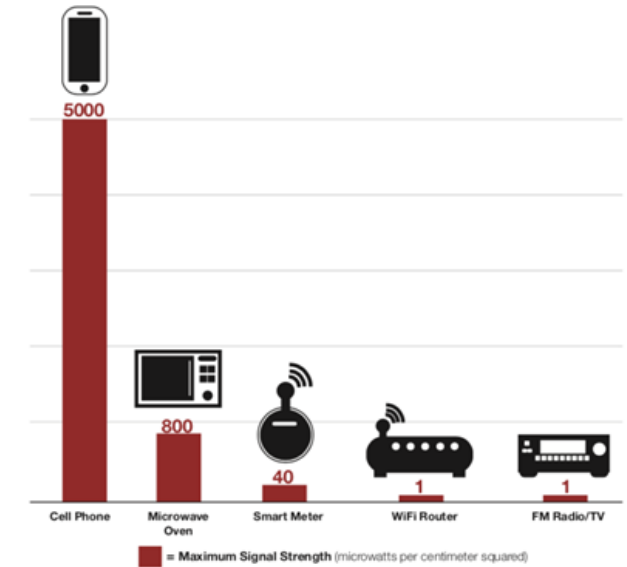
Q: Will I have to be present during installation?

You do not need to be present during installation. A doorhanger noting that the installation is complete or was unable to be completed will be left on your door.

Q: Do the new meters emit radio frequency?

A: Our new meters use very low-level radio frequency (RF) signals compared with other common household devices. Your meter emits safe RF levels in accordance with Federal Communications Commission (FCC) guidelines.

Radio Frequency Comparison



Adapted from the California Council on Science and Technology smart meter study published in April 2011.

Q: What if I don't want this new meter?

A: Residential and small commercial customers have the option to opt out, but please be aware that we will still need to replace your existing meter with a non-communicating meter.

You will be charged a one-time installation fee of \$23.82 and a recurring monthly fee of \$11.45, in addition to regular charges, for us to manually read your meter. You will also be charged a fee of \$23.82 if your service is terminated or reconnected, in addition to regular fees.

You will receive a notification letter about 30 days before we begin meter replacement work in your area. If you prefer to opt out, you may call us at that time to receive an opt-out form or access the online opt-out form.

We will visit your premises to read your meter every other month and estimate your use during months when we don't read your meter.



We provide the power.

You create the possibilities.

Frequently asked questions

Q: Why is Versant Power replacing my meter?

Because our metering systems are reaching the end of their useful life.

Q: How is my new meter different than the one I have today?

A: Your new meter, also referred to as a smart meter or advanced meter, will send data to Versant Power through a secure radio frequency network.

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Got more questions?

(207) 973-2000 or info@versantpower.com
[versantpower.com/newmeters](https://www.versantpower.com/newmeters)